



## **Registrar Guide: Voter Correspondence in VERIS**


### **Introduction**

VERIS will automatically produce the following types of voter correspondence letters:


1. Voter Registration Notification - Denial
2. Voter Registration Cancellation Notices:
  - Felony
  - Mentally Incapacitated
  - Death
  - Per Choice of Voter
3. Absentee Ballot Application Notification (Denial)
4. Absentee Ballot Notice
5. Provisional Ballot Notice

VERIS creates these letters based on the information the user enters regarding the voter's registration, absentee ballot, etc. Each of these correspondence letters handles information in different ways. For example, some letters will display comments entered by the user, while others will only display automatically generated text. In the case of the voter registration denial notice especially, it is imperative that information (including comments) is entered in a specific way. This may not be apparent based on the input screen or the letter itself. This guide will provide you with a resource to understand each of these documents and to ensure that you, the registrar, is 1) comfortable with, and 2) in complete control of all the letters you send to voters in your locality.

## 1. Voter Registration Notification – Denial

The denial letter automatically produced by VERIS is created once a user presses the button  when adding or updating a voter registration record. After pressing the deny button, VERIS will take the user to the denial screen, shown in the following screenshot:

[Home](#) > [Voter](#) > [Voter Maintain](#) > [Add Registration](#)

Missing Information  \*

Additional Denial Comments:

☐ Previous Registration

☐ Full Name

☐ Mental Incapacity

☐ Citizenship

☒ Residence Address

☐ Incapacity Restoration

☐ Age

☐ City/County of Residence

☐ Incapacity Restoration Date

☐ SSN

☐ Felony Conviction

☐ Signature

☒ Gender

☐ Felony Restoration

☐ Date

☒ Date of Birth

☐ Felony Restoration Date

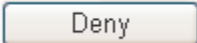
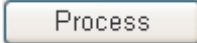
Save Denial

Cancel Denial

In order to produce an accurate denial letter, the first thing VERIS needs to know is the reason for denying this particular voter registration application. The following table shows each of the different reasons that VERIS recognizes and what they mean:

Reason Code	Reason Code Explanation
PVF (Felony Conviction)	Previous Felony Conviction - Used if voter is matched to the prohibited list for a previous felony conviction.
PVM (Mentally Incapacitated)	Previous Mental Incapacitation - Used if voter is matched to the prohibited list for a previous adjudication of mental incapacitation.
Other	Used for denials that do not fit into the reasons already in the system.
Residency	Used when the address the voter provides on his/her application is invalid for voter registration purposes.

Reason Code	Reason Code Explanation
Missing Information	Used when required information is missing from the voter registration.
Deceased	Used when the voter is found on the Social Security Administration's list of deceased.
Mentally Incapacitated	Used if the voter indicates "YES" on question 10 regarding mental incapacity.
Felony	Used if the voter indicates "YES" on question 9 regarding felony conviction.
Not a Citizen	Used if the voter indicates "NO" on the citizenship question of the Voter Registration Application.
Under Age	Used if the voter's DOB shows them to be under 18 years of age at the time of the relevant election.

All of these codes are available for selection regardless of when the  button is pressed. However, the codes “PVF (Felony Conviction)”, “PVM (Mentally Incapacitated)”, and “Deceased” should only be used after you have pressed the  button, which will allow VERIS to check the voter’s information against the SSA death list and the prohibited list.

Different denial codes, however, will cause VERIS to take different actions when it produces denial letters. For each denial code, VERIS will display specific text in the denial letter. Additionally, for some codes the letter will include “Additional Denial Comments” entered by the user on the denial screen. The following table shows the text included on the denial letter for each denial reason, as well as whether or not additional comments are included:

Reason Code	Denial Letter Text	Additional Comments Shown?
PVF (Felony Conviction)	"[VOTER'S NAME & DOB] has been identified by the Virginia State Police of a Federal District Court as a convicted felon."	No
PVM (Mentally Incapacitated)	"[VOTER's NAME & DOB] has been identified by a Circuit Court as having been adjudicated mentally incapacitated."	No
Other	None	Yes (see Notes below)

<b>Reason Code</b>	<b>Denial Letter Text</b>	<b>Additional Comments Shown?</b>
Residency	None	Yes (see Notes below)
Missing Information	"Your Voter Registration Application is incomplete. You did not:" - additional text based on selected omissions, see below.	No
Deceased	"The Virginia Bureau of Vital Statistics or the Social Security Administration has identified [VOTER'S NAME and DOB] as deceased."	No
Mentally Incapacitated	"You indicated that you have been adjudicated mentally incapacitated and that your right to vote has not been restored."	No
Felony	"You indicated that you are a convicted felon and that your civil rights have not been restored."	No
Not a Citizen	"You indicated that you are not a U.S. citizen."	No
Under Age	"You are not of age to vote at this time"	No

**Notes – Denial Letters:**

1. *PVF (Felony Conviction)*, *PVM (Mentally Incapacitated)*, and *Deceased* must never be selected unless VERIS has found a potential match with the appropriate database(s) and a user with appropriate permissions has reviewed and approved the match.
2. *Residency* functions the same as *Other*, and shows only the Additional Comments entered by the user. *Residency* should be used when the registrar has questions regarding the eligibility of the voter based on the address provided on the form. *Other* should be used for any other reasons the registrar may have for denying a voter registration application.

## 2. Voter Registration Cancellation Notices

A *Voter Registration Cancellation Notice* is created by VERIS when a registrar changes a voter's status from Active or Inactive to Cancelled. There are two ways to Cancel a voter in VERIS: 1) To view records matched to the prohibited database in the Hopper, and select "Match Approved," and 2) to search for a voter's record, select "Change Status" from the Navigation Tree, and change the "Status" to cancelled by selecting and approving the correct reason for cancellation, known in VERIS as the "NVRA Status Reason." The following table summarizes the "NVRA Status Reason" codes for cancelling a voter's registration and an explanation for when to use each status:

Status Reason Code	Status Reason Explanation
Deceased	Used when a voter is matched with the State Vital Statistics or Social Security Admin databases, or if the registrar has additional knowledge that a voter is deceased.
Felon	Used when a voter is matched with the prohibited database as a felon.
Ineligible	Used when a voter becomes ineligible to vote for any reason not otherwise specified in this list.
Mentally Incapacitated	Used when the registrar is notified of the adjudication of a voter's mental incapacity or a voter is matched with the prohibited database as mentally incapacitated.
Out of State	Used when the registrar is notified by another state that a voter has registered to vote in that state.
Per Choice	Used when a voter chooses to be removed from the voter rolls.
Registrar Error	Used to correct any error that requires cancelling a voter registration record.
Transfer Out	Used when the registrar is notified by another locality outside the normal process that a voter has registered to vote in the other locality.

When cancelling a voter's registration record manually (going through Voter Search, and not the Hopper), all of the above reason codes are available for selection *regardless* of whether the voter was actually matched to a database. Be sure to choose the appropriate reason code for NVRA tracking purposes. When cancelling a voter's registration record through the hopper, VERIS will automatically apply the reason code corresponding with the database with which that voter's record was matched.

The cancellation letters VERIS produces are identical regardless of the method you use to cancel the voter records. There are two different cancellation letter templates, one for voters matched with the prohibited database or the SSA death list, and one for all other cancellations. The following table indicates which denial reasons have additional comments included on the cancellation letter, and which template each reason uses:

Status Reason Code	Letter Template	Additional Comments
Deceased	Prohibited	No
Felon	Prohibited	No
Ineligible	Not Prohibited	Yes
Mentally Incapacitated	Prohibited	No
Out of State	Not Prohibited	Yes
Per Choice	Not Prohibited	No
Registrar Error	No Letter	No Letter
Transfer Out	Not Prohibited	Yes

### Letter Sample Text

- Deceased:

#### **Voter Registration Cancellation Notice**

This office has received notification from the Virginia State Board of Elections that THOMAS JEFFERSON (date of birth 1/1/1901) is deceased. Therefore, in compliance with the Constitution of Virginia (Article II, Section I), and as required by the Code of Virginia (§24.2-427), THOMAS JEFFERSON has been removed from the Voter Registration List of FAIRFAX COUNTY.

If you believe the removal of THOMAS JEFFERSON (date of birth 1/1/1901) from the Voter Registration List is incorrect, please contact this office at 703-222-0776.

If this removal is correct, please accept our condolences for your loss. Our purpose is to protect rights for which many have given their lives.

If you have any questions about this notification, please call the Office of Voter Registration at 703-222-0776 between 8:00 a.m. to 6:00 p.m., Monday through Friday.

- Felony:

### **Voter Registration Cancellation Notice**

This office has received notification from the Virginia State Board of Elections that THOMAS JEFFERSON (date of birth 1/1/1901) was convicted of a felony. Therefore, in compliance with the Constitution of Virginia (Article II, Section I), and as required by the Code of Virginia (§24.2-427), this office has stricken your name from the Voter Registration List of FAIRFAX COUNTY.

If you believe the removal of THOMAS JEFFERSON (date of birth 1/1/1901) from the Voter Registration List is incorrect, please contact the Virginia State Police Central Criminal Records Exchange at 804-674-6724.

If the removal of THOMAS JEFFERSON is not in error, in order to be eligible to register and vote in the future, you must have your civil rights restored by the Governor of Virginia or other appropriate authority. To obtain information on restoration of your civil rights, contact the Secretary of the Commonwealth at 804-786-2441.

If you have any questions about this notification, please call the Office of Voter Registration at 703-222-0776 between 8:00 a.m. to 6:00 p.m., Monday through Friday.

- Mentally Incapacitated:

### **Voter Registration Cancellation Notice**

This office has received notification from the Virginia State Board of Elections that THOMAS JEFFERSON (date of birth 1/1/1901) was declared mentally incapacitated. Therefore, in compliance with the Constitution of Virginia (Article II, Section I), and as required by the Code of Virginia (§24.2-427), this office has stricken your name from the Voter Registration List of FAIRFAX COUNTY.

If you believe the removal of THOMAS JEFFERSON (date of birth 1/1/1901) from the Voter Registration List is incorrect, please contact the Circuit Court in the locality where you were adjudicated incompetent.

If the removal of THOMAS JEFFERSON is not in error, in order to be eligible to register and vote in the future, you must have your competency reestablished by the appropriate Circuit Court. Please contact the Circuit Court in the locality where you were adjudicated incompetent to determine how to reestablish your competency.

If you have any questions about this notification, please call the Office of Voter Registration at 703-222-0776 between 8:00 a.m. to 6:00 p.m., Monday through Friday.

- Out of State (notice placement of additional comments in body of the letter!):

**Voter Registration Cancellation Notice**

This office has determined that THOMAS JEFFERSON (date of birth 1/1/1901) is no longer entitled to be registered to vote as ADDITIONAL COMMENTS INSERTED HERE - Out of State. Therefore, as required by the Code of Virginia (§24.2-427), this office has stricken your name from the Voter Registration List of FAIRFAX COUNTY.

If you believe the removal of THOMAS JEFFERSON (date of birth 1/1/1901) from the Voter Registration List is incorrect, please contact this office at 703-222-0776.

If you have any questions about this notification, please call the Office of Voter Registration at 703-222-0776 between 8:00 a.m. to 6:00 p.m., Monday through Friday.

- Ineligible (notice placement of additional comments in body of the letter!):

**Voter Registration Cancellation Notice**

This office has determined that Thomas Jefferson (date of birth 1/1/1901) is no longer entitled to be registered to vote as ADDITIONAL COMMENTS INSERTED HERE - Ineligible. Therefore, as required by the Code of Virginia (§24.2-427), this office has stricken your name from the Voter Registration List of FAIRFAX COUNTY.

If you believe the removal of THOMAS JEFFERSON (date of birth 1/1/1901) from the Voter Registration List is incorrect, please contact this office at 703-222-0776.

If you have any questions about this notification, please call the Office of Voter Registration at 703-222-0776 between 8:00 a.m. to 6:00 p.m., Monday through Friday.



- Per Choice:

**Voter Registration Cancellation Notice**

This office has received notification from THOMAS JEFFERSON (date of birth 1/1/1901) that you wish to cancel your voter registration. Therefore, as required by the Code of Virginia (§24.2-427), this office has stricken your name from the Voter Registration List of FAIRFAX COUNTY.

If you believe the removal of THOMAS JEFFERSON (date of birth 1/1/1901) from the Voter Registration List is incorrect, please contact this office at 703-222-0776.

If you have any questions about this notification, please call the Office of Voter Registration at 703-222-0776 between 8:00 a.m. to 6:00 p.m., Monday through Friday.

- Transfer Out (notice placement of additional comments in body of the letter!):

**Voter Registration Cancellation Notice**

This office has determined that THOMAS JEFFERSON (date of birth 1/1/1901) is no longer entitled to be registered to vote as ADDITIONAL COMMENTS INSERTED HERE - Transfer Out. Therefore, as required by the Code of Virginia (§24.2-427), this office has stricken your name from the Voter Registration List of FAIRFAX COUNTY.

If you believe the removal of THOMAS JEFFERSON (date of birth 1/1/1901) from the Voter Registration List is incorrect, please contact this office at 703-222-0776.

If you have any questions about this notification, please call the Office of Voter Registration at 703-222-0776 between 8:00 a.m. to 6:00 p.m., Monday through Friday.

**Notes – Voter Cancellation Notice:**

1. VERIS requires the registrar to enter a “Reason” below the “NVRA Status Reason” for all cancellations of voter registrations. For “Ineligible”, “Out of State”, and “Transfer Out” status reasons, make sure you include text that accurately describes the reason the voter is being cancelled. For all other reasons, please include comments that would indicate the relevant information (e.g., the state the voter moved to, what type of error is being corrected, etc.) to another registrar looking at this voter’s record.

### 3. Absentee Ballot Application Notification

The *Absentee Ballot Application Notification* denial letter is automatically produced by VERIS when a registrar changes the status of an absentee application to “Denied,” as shown in the screenshot below:

A screenshot of a web form for changing an application status. The form has two main input fields. The first is labeled 'Application Status: \*' and contains a dropdown menu with 'Denied' selected. The second is labeled 'Status Change Reason: \*' and contains a text area with the text 'STATUS CHANGE REASON SHOWS UP ON AB APP DENIAL LETTER'. Below these fields are three buttons: 'Save', 'Clear', and 'Cancel'.

The letter produced by VERIS will include the “Status Change Reason,” typed in by the user, as shown below:

#### **Absentee Ballot Application Notification**

This office has received and reviewed your Absentee Ballot application. Based on your submission, it has been determined that you are ineligible to vote Absentee; your Absentee Ballot Application is therefore, being denied. You are ineligible to vote Absentee for the following reason(s):

STATUS CHANGE REASON SHOWS UP ON AB APP DENIAL LETTER.

Note: You may be eligible to vote absentee at a future election once the above reason(s) have been addressed in accordance with the Code of Virginia.

If you have any questions about this notification, please call the General Registrar’s Office at 703-222-0776 between 8:00 a.m. to 6:00 p.m., Monday through Friday.

#### **Notes – Absentee Ballot Application Notification:**

1. Be sure to include a “Status Change Reason” that is both informative and straightforward enough to be understood by a voter unfamiliar with the process and terminology of elections.
2. Be sure that the denial reason is specific (including Code Sections).

#### 4. Absentee Ballot Notice

The electoral board is required to send a written explanation of the reason for rejection of an absentee ballot to the voter within 90 days of the date of rejection. (Notice is not required if the ballot cannot be counted because it is received after the election, or never received.) The absentee ballot notice automatically produced by VERIS is created once a user presses the

 button when updating the absentee ballot maintain screen indicating a rejected ballot.

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Reject: ☒

Reject Reason:

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In order to produce an accurate absentee ballot notice, the first thing VERIS needs to know is the reason for rejecting this particular absentee ballot. The following table shows the different reasons that VERIS recognizes and what they mean:

Reason Code	Reason Code Explanation
Deceased	Used when the voter is found on the Social Security Administration's list of deceased.
Inactive Registration	Used if the voter's registration is made inactive after the absentee ballot was sent.
Incarcerated	Used if the voter is found to be incarcerated for a felony.
Lost	Used if the voter reported the ballot as lost.
Past Deadline	Used when the ballot is received after the deadline.
Cancelled Registration	Used if the voter's registration is cancelled after the absentee ballot was sent.
Missing Information	Used when the absentee ballot has missing information.
Felon	Used when the voter is found to be a felon after the absentee ballot was sent.
Cancelled Per Choice	Used when the voter has cancelled their voter registration by choice and is no longer eligible to vote.
Unauthorized Delivery	Used when the ballot was not returned by the voter or an authorized representative of the voter.

<b>Reason Code</b>	<b>Reason Code Explanation</b>
Other	Used for denials that do not fit into the reasons already in the system.

Different rejection reasons, however, will cause VERIS to produce different absentee ballot notices by displaying specific text based on the rejection reason. Additionally, for some codes the letter will include comments entered by the user on the Absentee Ballot Maintain screen in “Ballot Status Reason”. The following table shows whether additional comments are included on the letters. Sample letters for each reason follow.

<b>Reason Code</b>	<b>Ballot Status Reason comments shown?</b>
Deceased	No
Inactive Registration	Yes
Incarcerated	Yes
Lost	Yes
Past Deadline	No
Cancelled Registration	Yes

<b>Reason Code</b>	<b>Ballot Status Reason comments shown?</b>
Missing Information	No
Felon	No
Cancelled Per Choice	No
Unauthorized Delivery	No
Other	Yes

## Letter Sample Text

- Deceased:

### Absentee Ballot Notification

The HENRICO COUNTY Electoral Board received your voted absentee ballot for the 02/12/2008 Election. The Electoral Board regrets to inform you that your ballot could not be counted for the following reason:

This office received notification from the Virginia State Board of Elections that THOMAS JEFFERSON (date of birth 01/01/1901) is deceased. Therefore, in compliance with the Constitution of Virginia (Article II, Section I), and as required by the Code of Virginia (§24.2-427) THOMAS JEFFERSON (date of birth 01/01/1901) is no longer eligible to vote.

The Code of Virginia (§24.2-711.1) requires that this office write a letter to each voter whose ballot could not be counted, in an effort to increase voter awareness, so that in the future, no ballot will have to be rejected.

If you have any questions about this notification, please call the General Registrar's Office at 804-501-4347 between 8:00 am - 4:30 pm, MONDAY - FRIDAY.

- Past Deadline

### Absentee Ballot Notification

The HENRICO COUNTY Electoral Board received your voted absentee ballot for the 02/12/2008 Election. The Electoral Board regrets to inform you that your ballot could not be counted for the following reason:

Your Absentee Ballot was received after 7:00 p.m. on 02/12/2008. The Code of Virginia (§24.2-709) states that an Absentee Ballot may only be counted if it arrives no later than 7:00 p.m. on Election Day.

The Code of Virginia (§24.2-711.1) requires that this office write a letter to each voter whose ballot could not be counted, in an effort to increase voter awareness, so that in the future, no ballot will have to be rejected.

Please note that the rejection of your Absentee Ballot for this specific election has no bearing on your ability to request future Absentee Ballot Applications as may be needed nor impacts any on-going request for Absentee Ballot Applications which you may have already submitted and have had approved.

If you have any questions about this notification, please call the General Registrar's Office at 804-501-4347 between 8:00 am - 4:30 pm, MONDAY - FRIDAY.

- Missing Information

### **Absentee Ballot Notification**

The HENRICO COUNTY Electoral Board received your voted absentee ballot for the 02/12/2008 Election. The Electoral Board regrets to inform you that your ballot could not be counted for the following reason:

The envelope containing your voted ballot was missing one or more of the following pieces of information required by the Code of Virginia (§24.2-707):

Your Name

Your Residence Address

Your signature and/or date

A witness signature and/or date

The Code of Virginia (§24.2-711.1) requires that this office write a letter to each voter whose ballot could not be counted, in an effort to increase voter awareness, so that in the future, no ballot will have to be rejected.

Please note that the rejection of your Absentee Ballot for this specific election has no bearing on your ability to request future Absentee Ballot Applications as may be needed nor impacts any on-going request for Absentee Ballot Applications which you may have already submitted and have had approved.

If you have any questions about this notification, please call the General Registrar's Office at 804-501-4347 between 8:00 am - 4:30 pm, MONDAY - FRIDAY.

- Felon

### **Absentee Ballot Notification**

The HENRICO COUNTY Electoral Board received your voted absentee ballot for the 02/12/2008 Election. The Electoral Board regrets to inform you that your ballot could not be counted for the following reason:

This office received notification from the Virginia State Board of Elections that THOMAS JEFFERSON (date of birth 01/01/1901) has been convicted of a felony. Therefore, in compliance with the Constitution of Virginia (Article II, Section I), and as required by the Code of Virginia (§24.2-427) THOMAS JEFFERSON (date of birth 01/01/1901) is no longer eligible to vote.

The Code of Virginia (§24.2-711.1) requires that this office write a letter to each voter whose ballot could not be counted, in an effort to increase voter awareness, so that in the future, no ballot will have to be rejected.

If you have any questions about this notification, please call the General Registrar's Office at 804-501-4347 between 8:00 am - 4:30 pm, MONDAY - FRIDAY.

- Cancelled Per Choice

### **Absentee Ballot Notification**

The HENRICO COUNTY Electoral Board received your voted absentee ballot for the 02/12/2008 Election. The Electoral Board regrets to inform you that your ballot could not be counted for the following reason:

This office received a request to cancel the voter registration of THOMAS JEFFERSON (date of birth 01/01/1901). Therefore, this office has cancelled the voter registration for THOMAS JEFFERSON (date of birth 01/01/1901) and you are no longer eligible to vote.

The Code of Virginia (§24.2-711.1) requires that this office write a letter to each voter whose ballot could not be counted, in an effort to increase voter awareness, so that in the future, no ballot will have to be rejected.

If you have any questions about this notification, please call the General Registrar's Office at 804-501-4347 between 8:00 am - 4:30 pm, MONDAY - FRIDAY.

- Unauthorized Delivery

### **Absentee Ballot Notification**

The HENRICO COUNTY Electoral Board received your voted absentee ballot for the 02/12/2008 Election. The Electoral Board regrets to inform you that your ballot could not be counted for the following reason:

Your ballot was delivered by a person who was not authorized to return the ballot for you.

The Code of Virginia (§24.2-711.1) requires that this office write a letter to each voter whose ballot could not be counted, in an effort to increase voter awareness, so that in the future, no ballot will have to be rejected.

Please note that the rejection of your Absentee Ballot for this specific election has no bearing on your ability to request future Absentee Ballot Applications as may be needed nor impacts any on-going request for Absentee Ballot Applications which you may have already submitted and have had approved.

If you have any questions about this notification, please call the General Registrar's Office at 804-501-4347 between 8:00 am - 4:30 pm, MONDAY - FRIDAY.



- Inactive Registration, Incarcerated, Lost, or Cancelled Registration

### **Absentee Ballot Notification**

The HENRICO COUNTY Electoral Board received your voted absentee ballot for the 02/12/2008 Election. The Electoral Board regrets to inform you that your ballot could not be counted for the following reason:

USER ENTERED BALLOT STATUS REASON

The Code of Virginia (§24.2-711.1) requires that this office write a letter to each voter whose ballot could not be counted, in an effort to increase voter awareness, so that in the future, no ballot will have to be rejected.

If you have any questions about this notification, please call the General Registrar's Office at 804-501-4347 between 8:00 am - 4:30 pm, MONDAY - FRIDAY.

- Other

### **Absentee Ballot Notification**

The HENRICO COUNTY Electoral Board received your voted absentee ballot for the 02/12/2008 Election. The Electoral Board regrets to inform you that your ballot could not be counted for the following reason:

USER ENTERED BALLOT STATUS REASON

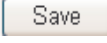
The Code of Virginia (§24.2-711.1) requires that this office write a letter to each voter whose ballot could not be counted, in an effort to increase voter awareness, so that in the future, no ballot will have to be rejected.

Please note that the rejection of your Absentee Ballot for this specific election has no bearing on your ability to request future Absentee Ballot Applications as may be needed nor impacts any on-going request for Absentee Ballot Applications which you may have already submitted and have had approved.

If you have any questions about this notification, please call the General Registrar's Office at 804-501-4347 between 8:00 am - 4:30 pm, MONDAY - FRIDAY.



## 5. Provisional Ballot Notice

The general registrar is required to send a written explanation of the reason for disqualification of a provisional ballot to the voter. The provisional ballot notice is automatically produced by VERIS when a user selects the “Not Counted” option on the provisional ballot history screen and presses the  button.

Election:\*  ☐ Show All

Absentee: ☐

Provisional: ☒




Provisional Counted:\* ☐ Counted ☒ Not Counted

Reason:\*

Ballot:\*

Poll Worker Interest: ☐

Comments:\*

In order to produce an accurate provisional ballot notice, VERIS needs to know is the reason for the provisional ballot was disqualified. The following table shows each of the different reasons that VERIS recognizes and what they mean:

Reason Code	Reason Code Explanation
Envelope Incomplete	Used when the provisional ballot envelope is missing information
Ineligible to Vote in VA	Used when the voter is not eligible to vote in Virginia (such as a convicted felon or adjudicated incompetent)
Locality (Ballot cast in wrong Locality)	Used when the voter cast the provisional ballot in a locality in which the voter is not eligible to vote
Not Registered	Used when the voter is not a registered voter
Other	Used for denials that do not fit into the reasons existing in VERIS

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<b>Reason Code</b>	<b>Reason Code Explanation</b>
Precinct (Ballot cast in wrong Precinct)	Used when the voter cast the provisional ballot in the correct locality but wrong precinct
Registered after Deadline	Used when the voter registered to vote after the registration deadline

Different rejection reasons, however, will cause VERIS to display different text on the provisional ballot notice. Additionally, for some codes the letter will include comments entered by the user on the Add Provisional History screen in “Comments” box. The following table shows the text included on the provisional ballot notice for each denial reason, as well as whether or not additional comments are included:

<b>Reason Code</b>	<b>Provisional Ballot Notice Text</b>	<b>Comments shown?</b>
Envelope Incomplete	“You either did not sign or did not complete the green Provisional Ballot Envelope as required by §24.2-653 of the Code of Virginia.”	No
Ineligible to Vote in VA	“You are ineligible to vote in Virginia.”	No
Locality (Ballot cast in wrong Locality)	“You were not a qualified registered voter in [Locality Name] on Election Day, [Election Date], as required by Article II, Section I of the Constitution of Virginia.”	No
Not Registered	“You were not a qualified registered voter in Virginia on Election Day, [Election Date], as required by Article II, Section I of the Constitution of Virginia.”	No
Other	None	Yes
Precinct (Ballot cast in wrong Precinct)	“You attempted to vote in the wrong precinct on Election Day, [Election Date].”	No
Registered after Deadline	“Your application for Virginia Voter Registration was submitted after the deadline (Code of Virginia §24.2-414) for the Election held on [Election Date] and you were, therefore, ineligible to vote in this Election.”	No